

**VIRGINIA DEPARTMENT OF LABOR AND INDUSTRY**

# **ANNUAL REPORT 2000**

Jeffrey D. Brown  
Commissioner



# Virginia Department of Labor and Industry



The Virginia Department of Labor and Industry (DOLI) is a diverse agency dedicated to serving the needs of the citizens of the Commonwealth by making Virginia a better and safer place to work. The department comprises Virginia Occupational Safety and Health (VOSH); State programs consisting of Labor Law Compliance, Apprenticeship and Boiler Safety Compliance; the Office of Legal Support and administrative functions. The operational units and three boards – the Virginia Safety and Health Codes Board, the Migrant and Seasonal Farmworkers Board, and the Virginia Apprenticeship Council – provide Virginians with a broad variety of services to employers and workers. These range from assisting companies in establishing apprenticeship and workplace safety and health programs to collecting unpaid wages for workers. In addition to central office headquarters located in Richmond, Virginia, customer assistance is provided at seven (7) regional and field office sites throughout the Commonwealth.

## Virginia Occupational Safety and Health

The Virginia Occupational Safety and Health (VOSH) Program is administered under a State Plan approved by the Occupational Safety and Health Administration, U.S. Department of Labor. The program strives for a balanced and integrated approach to ensuring safe and healthful workplaces.

The VOSH Program includes five (5) operational elements: Occupational Safety Compliance; Occupational Health Compliance; Safety and Health Consultation Services; Voluntary Protection Programs; Asbestos and Lead Permitting and the National Emission Standard for Hazardous Air Pollutants (NESHAPs). Program operations are supported by the VOSH Planning and Evaluation, Research and Analysis and Legal Support divisions.

Under Virginia's State Plan, VOSH has jurisdiction over approximately 3.0 million employees in approximately 165,000 establishments in covered industries. The following chart indicates the makeup of these establishments.

Virginia Employment by Major SIC Division, 3rd Quarter 2000			
SIC Division	SIC Codes	Number Employers	Number Covered Employees
Agriculture, Forestry & Fishing	01-09	3,263	32,318
Construction	15-17	20,601	215,231
Manufacturing	20-39	6,590	366,509
Transportation, Communication	41-49	7,658	180,111
Wholesale Trade	50-51	13,515	151,937
Retail Trade	52-59	34,903	619,916
Finance, Insurance, Real Estate	60-67	15,770	188,589
Services	70-89	61,870	1,040,052
Nonclassifiable	99	3,283	7,045
All Public Sector	Own 20+30	4,569	428,128
<b>Totals:</b>		172,022	3,229,836

According to the 1999 Workers' Compensation Statistical Report, the average cost per workers' compensation claim in Virginia was \$24,272. Based on the average costs per case, Virginia incurred an estimated total of \$1,043,676,000 in occupational injuries and illnesses involving time lost from work for 1999 and an estimated cost per work day of \$4.01 million. This calculation is \$1.49 million less than the estimated cost in 1996, a 27% decrease over the three-year period.

VOSH will continue to use a broad range of strategic tools to achieve its mission of protecting and promoting safety and health of Virginia workers. In addition to our traditional tools of standard setting, compliance inspections, complaint investigations and voluntary consultation, VOSH has established Voluntary Protection Programs and safety and health partnership programs.

## **DIVISION OF OCCUPATIONAL SAFETY COMPLIANCE**

The Division of Occupational Safety Compliance enforces the state laws and regulations that address the safety and health of workers employed in construction and general industry, both in the public and private sectors. The division's jurisdiction covers all commercial and industrial establishments as well as all construction, excavation and demolition work within the Commonwealth.

Primary responsibility of the division is to make scheduled inspections of the state's workplaces to ensure compliance with state safety standards and regulations. In addition, the division responds to complaints from employees and investigates accidents and fatalities. The division's total objective is to eliminate workplace hazards through inspection, abatement and enforcement.

"Focused" inspections in construction, which the agency began in 1995, continued to concentrate on the four major causes of injuries and fatalities in the construction industry. These are electrocutions, falls, being struck by something, or being caught in something (like a trench). General contractors that have a satisfactory safety and health program can qualify for a focused inspection and are allowed to fix other-than-serious violations without being issued a citation. If worksites appear to be safe, the entire site does not have to be inspected. This speeds up the inspection, saves time for the employer and the inspector, and allows for more inspections. The program was continued in 2000.

The number of workplace fatalities investigated by VOSH increased in 2000 despite special emphasis programs and partnership programs. The agency continues to evaluate additional activities that could be targeted to reduce workplace fatalities.

## **MIGRANT AND SEASONAL FARM WORKERS BOARD AND INTERAGENCY MIGRANT WORKER POLICY COMMITTEE**

Some 18,000 migrant and seasonal farm workers help tend Virginia's crops annually, serving a critical role in the state's agricultural economy. Virginia has both a Governor's Migrant and Seasonal Farm Workers Advisory Board and an Interagency Migrant Worker Policy Committee. The board, which meets quarterly, is comprised of 15 representatives of grower communities; migrant and seasonal farm workers; government, public and private agencies; and interest groups. The committee, which also meets on a quarterly basis, is comprised of representatives of 17 state agencies that serve farm workers. The board's and committee's primary roles are reviewing, coordinating, and evaluating services and addressing issues regarding migrant and seasonal farm workers in Virginia. The Virginia Department of Labor and Industry provides staff support to both the board and committee, with the Commissioner serving as Committee Chairman.

A biennial report detailing the board's activities is prepared and sent to the Governor and General Assembly. The Interagency Migrant Worker Policy Committee provides an annual report to the Governor and General Assembly.

## DIVISION OF OCCUPATIONAL HEALTH COMPLIANCE

The Division of Occupational Health Compliance is responsible for workplace inspections in both the private and public sectors. To accomplish this task, the division enforces the state laws and regulations that address the safety and health of workers employed in construction and general industry. The division's overall objective is to eliminate safety and health workplace hazards through inspections, citations and abatement of hazards.

Industrial hygienists conduct workplace inspections to determine compliance with the health portions of the standards. Workplace inspections are generated through a general schedule scheme, employee complaints, accident, referral, fatality or catastrophe, or follow-up requirements.

On July 15, 1993, the U.S. Environmental Protection Agency delegated to DOLI the authority to implement and enforce provisions of the National Emission Standard for Hazardous Air Pollutants (NESHAPs) related to asbestos. The Division of Occupational Health Compliance also conducts inspections to determine conformity with the Commonwealth's Asbestos and Lead Licensing Law.

The following tables offer an analysis of the activities of occupational safety and health enforcement over the period of 1998 - 2000:

OCCUPATIONAL SAFETY AND HEALTH INSPECTIONS						
	1998		1999		2000	
	Safety	Health	Safety	Health	Safety	Health
Variance	1	0	0	0	0	0
Programmed Related	95	6	67	13	91	16
Records Only	0	0	0	0	0	0
Planned	1,253	234	1,200	307	1,297	258
Follow-up	73	20	72	18	47	23
Complaints	153	155	128	178	162	234
Referrals	233	60	230	70	219	79
Accident/Fatality	41	3	41	4	54	1
Unprogrammed Related	128	29	222	40	154	50
Monitoring	4	7	5	9	5	9
Totals	1,981	514	1,965	639	2,529	670

VIOLATIONS CITED						
	1998		1999		2000	
	Safety	Health	Safety	Health	Safety	Health
Serious	3,458	854	3,103	973	3,784	1,165
Willful	28	7	35	8	39	15
Repeat	99	12	106	17	142	10
Other	1,845	684	1,854	741	1,740	707
Total	5,430	1,557	5,098	1,739	5,705	1,897

PENALTIES ASSESSED (IN DOLLARS)						
	1998		1999		2000	
	Safety	Health	Safety	Health	Safety	Health
Penalties	\$2,667,016	\$526,603	\$4,084,044	\$945,693	\$3,877,560	\$1,230,775
Failure to Abate	\$6,500	\$5,000	\$138,600	\$3,000	\$1,005	\$44,000
Total Penalties	\$2,673,516	\$531,603	\$4,222,644	\$948,693	\$3,878,565	\$1,274,775

## OFFICE OF COOPERATIVE PROGRAMS

The Office of Cooperative Programs offers private and public sector employers free, professional consultation and training to assist employers and employees in eliminating workplace safety and health hazards. Other services include Virginia Voluntary Protection Program, Research and Analysis and communications.

### CONSULTATION SERVICES

Consultation Services provides safety and health consultation to private and public sector employers with priority given to high hazard companies with 250 or fewer employees. In 2000, more emphasis was placed on assisting employers in developing effective safety and health programs aimed at preventing injuries and thus resulting in decreased worker's compensation costs. Funded ninety percent (90% ) by federal OSHA, eleven (11) consultants provided on-site safety and health services to 580 employers in the private sector. This program is available only to private sector employers. The public sector program is funded fifty percent (50%) by federal OSHA and provided on-site service to forty (40) employers.

CONSULTATION SERVICES: PROGRAM ACTIVITIES			
	1998	1999	2000
Consultative Surveys (Private Sector)	580	782	767
Consultative Surveys (Public Sector)	75	54	40
Promotional Visits	46	75	85
Follow-up Visits	18	15	5
Program Assistance Visits	25	22	37
Serious Hazards Abated	5,524	4,866	4,701
Serious Hazards Identified	5,524	4,874	4,717
Other-than-Serious Hazards	635	1,082	2,504
<b>Total Hazards Identified</b>	<b>6,159</b>	<b>5,956</b>	<b>7,221</b>

Occupational safety and health training programs were conducted for both the private and public sectors as outlined in the following table.

TRAINING PROGRAM ACTIVITIES			
	1998	1999	2000
Formal Training Sessions	52	64	71
Informal Training	577	780	810
Persons Trained	1,439	1,999	1,572
Employers Represented	767	854	593

## VOLUNTARY PROTECTION PROGRAMS

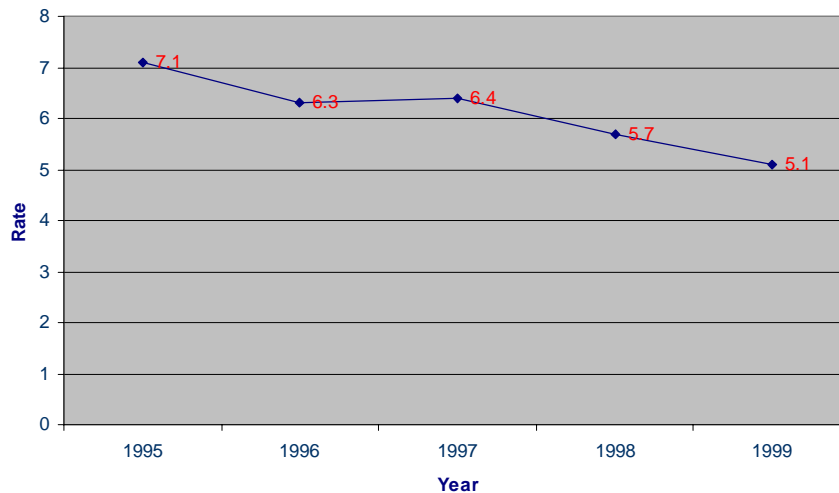
The Virginia Voluntary Protection Program (VPP), designed to recognize and promote effective safety and health management, was continued in 2000. One company applied for participation during 2000. Following an intensive on-site evaluation by a specially trained team of DOLI safety and health professionals, the company was approved as a VPP Star worksite. This brought the number of VPP Star worksites in the Commonwealth to thirteen (13). VPP has two levels of participation, Star and Merit. VPP Star participants are a select group of worksites that have designed and implemented outstanding safety and health programs, including full and meaningful employee participation. VPP Merit participants have demonstrated the potential and willingness to achieve Star status and are implementing planned actions to fully meet Star requirements.

In 2000, twenty-six (26) businesses were recognized as participants in the Safety and Health Achievement Recognition Program (SHARP). Of these, seven (7) companies achieved SHARP status for the first time and nineteen (19) companies were recertified in the program. This program was developed to provide incentives and support to employers in smaller, high hazard businesses to work with employees to develop, implement and continuously improve safety and health programs. The target companies are employers with 250 or fewer employees at a site and not more than 500 employees nationwide. The program encourages employers to use VOSH/federally funded consultation services to involve their employees in establishing fully effective safety and health programs. It provides public recognition for employers and employees who have worked together successfully to establish effective and exemplary safety and health programs and removes the company from general schedule compliance inspection lists.

## RESEARCH AND ANALYSIS

The Research and Analysis unit reported the results of the Annual Survey of Occupational Injuries and Illnesses for calendar year 1999. Conducted under a cooperative agreement with the U.S. Department of Labor, Bureau of Labor Statistics, the Annual Survey reports injury and illness rates by industry for Virginia and 54 other jurisdictions as well as for the nation. In 1999, the combined injury and illness rate for the Virginia private sector was 5.1 cases per 100 employees, continuing a downward trend in reported rates, as the following chart illustrates. The public sector rate for injuries and illnesses was 6.4, with a state government rate of 5.5 and a local government rate of 7.0. The Annual Survey also provides information about the demographic characteristics of employees sustaining occupational injuries and illnesses and outlines the characteristics and causes of these incidents.

Virginia Private Sector Rates, 1995-99



The Census of Fatal Occupational Injuries (CFOI), also conducted cooperatively with the Bureau of Labor Statistics, provides information on all work-related fatalities for Virginia and for the nation. In 2000, Virginia counted 148

occupational fatalities occurring as a result of injuries sustained on the job. This figure is similar to the 154 fatalities reported in 1999. Information on each fatality must be confirmed by at least two (2) independent source documents and includes all work-related fatalities, whether or not they are subject to OSHA law and standards.

Table A. Fatal occupational injuries by event by year, Virginia										
		1992	1993	1994	1995	1996	1997	1998	1999	2000
Transportation incidents .....		65	65	71	60	60	66	76	64	48
Assaults and violent acts .....		20	15	24	20	16	27	41	26	26
Contact with objects and equipment .....		39	29	34	16	34	32	26	19	22
Falls .....		20	9	11	19	18	22	23	19	22
Exposure to harmful substances or environments .....		20	12	17	13	16	13	10	20	18
Fires and explosions .....		10	5	6	4	8	3	-	5	12
Other events or exposures .....		-	-	-	-	-	3	-	-	-
Total workplace fatalities .....		175	135	164	132	153	166	177	154	148
<sup>1</sup> The Press Release issued by the VA Department of Labor and Industry on Sept. 28, 1999 reported a total of 176 workplace fatalities in Virginia. Since then, one additional occupational fatality was identified, bringing the total work-related fatality count for Virginia in 1999 to 177.										
NOTE: Dashes indicate numbers that are less than three and that are not shown due to our confidentiality agreement with the U. S. Department of Labor, Bureau of Labor Statistics.										



The purpose of collecting comprehensive detailed information on workplace injuries, illnesses and fatalities is to examine the conditions under which such incidents occur in order to promote programs which will address hazardous work practices.

Virginia also participated in the OSHA Data Collection Initiative funded by a grant from the Occupational Safety and Health Administration. Data on approximately 1,600 individual establishments in high-hazard industries was collected for the fifth consecutive year and provided to agency management for planning and enforcement purposes.

## **INJURY & ILLNESS REDUCTION AND PREVENTION PROGRAM FOR STATE AGENCIES**

The Injury and Illness Reduction and Prevention Program was developed as a result of an Executive Order issued by Governor Gilmore on January 14, 1999 to provide a safe and healthy work environment for state employees and to reduce the number, severity and costs of workplace injuries and illnesses. The mission of this program, which started in December 2000, is to plan, develop, coordinate and implement a statewide injury and illness reduction and prevention program. This mission will be accomplished by the following activities:

- Providing resources and technical assistance to enable state agencies and institutions to comply with the Governor's Executive Order 52;
- Developing a positive relationship with agency management and safety officers;
- Coordinating and conducting on-site safety and health program evaluations and assessments;
- Identifying factors that contribute to workplace injuries and illnesses, and strategies and resources needed to eliminate or control these factors; and
- Monitoring and evaluating the effectiveness of agencies' and institutions' safety and health programs and activities to insure that those program goals are achieved.

## **COMMUNICATIONS**

Information and communications services were provided to public and media customers throughout 2000. The agency issued news releases on injury and illness rates, and fatality rates for Virginia, and various agency activities, obtained Gubernatorial Certificates of Recognition for several events and observances, and wrote and disseminated its newsletter, *Virginia Works*.

The agency sponsored its Fifth Annual Virginia Occupational Safety and Health Conference on June 14-16, 2000, in Richmond. The 2000 conference provided more than 350 participants an opportunity to participate in workshops and hear presentations. Sessions presented included Ergonomics, Business Solutions through the Internet, Bloodborne Pathogens, Electrical Safety, Workplace Violence, Job Safety Analysis and Self-Assessments, and Construction Safety Issues. Thirty-six (36) exhibitors were on hand to display and demonstrate safety and health related products and services.

## **VOSH PLANNING AND EVALUATION**

The VOSH Office of Planning and Evaluation (OPE) provides planning and procedural assistance to the occupational safety and health programs of the agency. Program evaluation efforts are in the planning stages and will be developed as resources permit. Among the responsibilities of OPE are:

- development and coordination of the strategic planning process for the occupational safety and health programs of the agency and, eventually, evaluations of VOSH program operations;



- development, coordination and issuance of plans, policies, procedures, program directives, operational manuals, regulations and other related documents;
- provision of staff support to the Safety and Health Codes Board, which is the regulatory rulemaking authority for Boiler and Pressure Vessel Safety and Occupational Safety and Health;
- coordination, analysis and development of proposed and finalized regulatory standards for consideration and adoption by the Safety and Health Codes Board; and
- function as liaison with federal OSHA for standards development and adoption, special emphasis programs and maintenance of the State Plan agreement for Occupational Safety and Health.

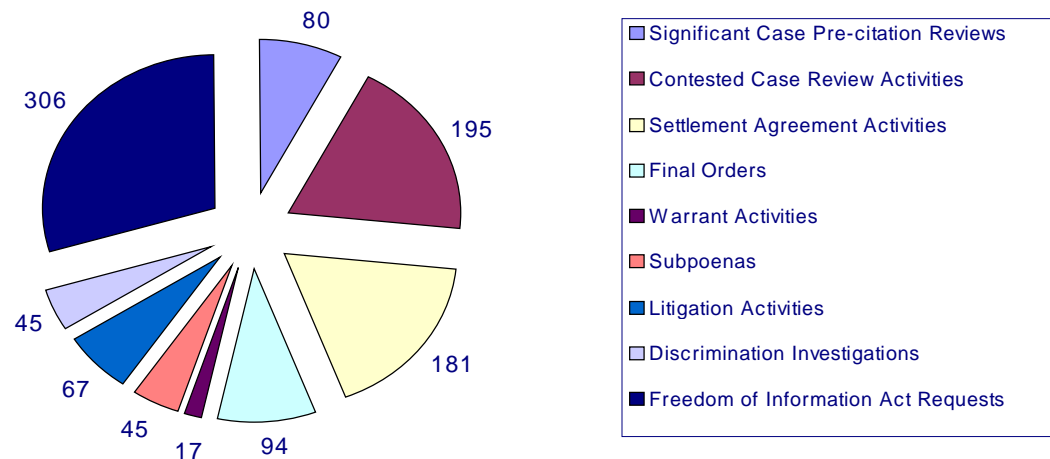
During 2000, OPE assisted the board in the approval of two comprehensive standards actions. These adoptions were the complete revision of the Marine Terminals Standards: Sections 1917.1 through 1917.158 and the Longshoring Standards Sections 1918.1 through 1918.105. In addition, the board continued its oversight of periodic reviews of existing regulations under its jurisdiction in accordance with Executive Order 25(98).

## OFFICE OF LEGAL SUPPORT

The Office of Legal Support (OLS) provides general legal and technical support to the Virginia Occupational Safety and Health (VOSH) Program and other programs in the agency, as needed. Among its responsibilities are:

- reviewing and processing VOSH and Boiler Safety contested cases, significant cases (e.g. pre-citation review of fatality and proposed willful citation cases), formal settlement agreements, administrative search warrant requests, subpoenas for documents and testimony;
- litigating VOSH and Boiler Safety contested cases in Virginia Circuit Courts by serving as Special Assistant Commonwealth's Attorneys, or assisting Commonwealth's Attorneys in their prosecution of department cases;
- investigating complaints of discrimination from employees involved in protected activities under Virginia's Occupational Safety and Health laws, standards and regulations;
- processing requests for information under the Virginia Freedom of Information Act;
- evaluating and responding to Complaints Against State Plan Administration (CASPs); and
- assisting divisions in the development of policies and procedures, standards, and statutory changes.

## OLS Activities



## State Programs

State programs operated through the department include the Division of State Labor Law Compliance, Apprenticeship and Boiler Safety Compliance. These programs are operated entirely with State funds.

### DIVISION OF STATE LABOR LAW COMPLIANCE

The division is responsible for administering and enforcing the laws of the Commonwealth that pertain to the state minimum wage, the payment of wages, garnishee rights, child labor, the right to work, wage discrimination based on sex, solicitation and certain other provisions of state law governing polygraph tests, medical examinations, employees being prevented employment by others, employees' day of rest, and discharge for work-related injuries.

Complaint Investigation by Classification		
Classification	1999	2000
<b>GRAND TOTAL</b>	<b>2,956</b>	<b>3,203</b>
Payment of Wages and Establishment of Regular Pay Periods	2,829	3,015
Child Labor Laws of Virginia	56	124
Virginia Minimum Wage Act	64	41
Right-to-Work Law	2	11
Prevention of Employment by Others of Former Employees	5	10
Unlawful to Require Payment for Medical Examination as Condition of Employment	0	1
Employers to Allow Employees at Least One Day of Rest in Each Week	0	1
Equal Pay Irrespective of Sex	0	0
Maximum Portion of Disposable Earnings Subject to Garnishment	0	0
Prohibition of Certain Questions on Polygraph Tests	0	0
Solicitation	0	0
Discharge for Work Related Injuries	0	0

Throughout the year, 3,203 complaints were investigated and a total of \$1,172,681.25 in unpaid wages was collected. The division issued 136 wage orders and assessed 136 penalties against employers who failed to make restitution of wages.

The division investigated 124 child labor complaints and issued 67 child labor citations in 2000. The following analysis is provided: (these represent closed cases only)

CHILD LABOR PENALTY ANALYSIS		
ITEM	ASSESSMENTS	
	1999	2000
Number of Children Involved	69	190
Types of Violations Cited:		
Working Without an Employment Certificate	36	97
Failure to Keep Time Records	31	111
Employment of Children in Prohibited or Hazardous Occupations		
Working Illegal Hours	3	11
	61	156
Total Child Labor Civil Money Penalties Completed:		
Number of Penalties Assessed Employers	34	62
Amount of Penalties Assessed Employers	\$19,593.75	\$77,551.00

During 2000, there were 19,908 minors working under Labor Law Division Certificates: 18,665 with Employment Certificates, 362 with Age Certificates and 881 with Theatrical Permits. There were 26 Solicitation Permits issued with 79 people affected. The division assists, instructs, supervises and provides supplies to 1,510 Issuing Officers throughout the State who are charged with the responsibility of issuing properly executed Employment Certificates to minors under 16 years of age.

Annually, the division responds to thousands of telephone calls from employees, employers, and other interested persons requesting information and literature concerning these laws and related labor law concerns.

## APPRENTICESHIP

The Virginia Apprenticeship Program had a productive year providing service to apprentices and sponsors. The year 2000 ended with 14,866 apprentices and 2,263 sponsors registered, representing 398 occupations. During 2000, 4,163 new apprentices were registered and 1,815 apprentices completed their training.

The Apprenticeship staff consists of a Program Director and Assistant Director in the Richmond Program Office and ten (10) field representatives throughout the Commonwealth. The staff continues to work closely with other agencies involved in employee training and related services.

## VIRGINIA APPRENTICESHIP COUNCIL

The Virginia Apprenticeship Council, appointed by the Governor, is composed of management and labor representatives familiar with apprenticeable occupations. The Commissioner of the Virginia Employment Commission and the Chancellor of the Virginia Community College System, or their designated representatives, and a local superintendent from a school division that provides apprenticeship related training are ex-officio members of the council with voting privileges. The Commissioner of Labor and Industry, with the advice and guidance of the council, is responsible for administering the provisions of the Voluntary Apprenticeship Act.

### BOILER SAFETY COMPLIANCE

Boiler Safety Compliance enforces the provisions of the Boiler and Pressure Vessel Safety Act. The program's primary objective is to protect life and property through regular inspections of boiler and pressure vessel equipment and to ensure compliance with state laws and rules and regulations governing the construction, installation, operation, maintenance, and repair of boilers and pressure vessels.

Boiler Safety is headed by a Chief Inspector, who holds a Certificate of Competency and a National Board of Boiler and Pressure Vessel Inspectors Commission as a boiler inspector. The agency's boiler inspectors must also hold a board commission.

In 2000, more than 67,164 inspections were made of boilers and pressure vessels by insurance companies registered in Virginia to write boiler and pressure vessel insurance, private contract fee inspectors, and owners/users who qualified to obtain the Virginia Commissions from the Department of Labor and Industry for their inspection personnel.

ACTIVITIES OF BOILER SAFETY				
	1997	1998	1999	2000
Total Active Objects Registered	69,105	69,454	67,528	67,164
Certificates/Decals Issued	26,741	36,766	30,371	35,006
Violations Reported	230	284	302	278
Compliances	242	209	259	234
Quality Control Reviews	19	17	16	16
Nuclear Surveys	2	0	1	1
Special Inspections	0	1	2	0
*Incidences	8	4	6	1
Injuries	0	0	9	7
Fatalities	0	0	2	0
Inspector's Examinations	1	1	3	2
Applicants Taking Exams	3	1	6	10
Applicants Passing Exams	2	1	4	9
Commissioned Inspectors	300	293	288	278
* Any unplanned event or anomaly which causes injury, death or significant damage to property				

# Administrative Functions

The administrative functions of the department include Information Technology, the Office of Administration and Human Resources.

## INFORMATION TECHNOLOGY

The current and future success of the Virginia Department of Labor and Industry is increasingly linked to its ability to manage information effectively. Information technology has become an important element in our strategy to improve agency operations and management. Current and future investments in information technology must be maximized if agency strategic business objectives are to be met. In order to meet the agency's objectives, DOLI's Information Technology Services (ITS) administration is proactively and directly responsible for the following:

<b>Computer Platforms</b>	Hardware and operating system software required to support information processing  All agency PCs are utilizing Windows operating systems
<b>Networks</b>	Software and hardware that connect devices and provide physical and logical communication and services  Each of DOLI's seven (7) remote offices is on the agency wide area network. DOLI headquarters operates a Novell Ethernet 10/100 switched network. All agency employees with a PC have internet access. The Novell GroupWise e-mail system enables all agency users to electronically communicate information and transmit files between agency offices as well as with external customers. This year, all network operating system software and e-mail has been successfully upgraded to the latest releases.
<b>Application Development Environment</b>	Methodologies and software utilized to develop and maintain business applications  This year, DOLI IT introduced and adopted a proprietary structured development methodology, which adheres to modern industry standards as set forth in the Software Engineering Institute's <i>Capability Maturity Model</i> and Project Management Institute's <i>Project Management Body of Knowledge</i> . The methodology implies a repeatable, quality-oriented approach to projects upon which internal clients can depend. The four (4) phases of our development life cycle include Feasibility, Requirements and Solution Analysis, Design and Construction and Implementation.
<b>Technology Purchasing</b>	Insuring the agency has legal copies of software and current hardware standards
<b>Data Administration and Security</b>	Responsibilities and software associated with protecting the agencies data assets

One of the primary goals of IT services is to enhance customer interaction with our agency by automating business processes. This goal has been achieved by using our web site to leverage our remote offices and support personnel. By December of 2000, IT had completely redesigned the agency web site to bring it into compliance with Executive Orders 51 and 65. In addition, the agency web site has greatly expanded to include useful content and links. In cooperation with our user community, IT jointly identified an application development queue. The priority of the queue was developed with one goal in mind, developing systems that have the greatest business justification (given our resources) and most benefit to our customers. All future requests will be compared against that development portfolio and prioritized according to the criteria the agency has set forth. Toward that end, IT has successfully completed or started work on the following program based improvements:

**Labor Law:** This system was successfully closed after having been in development for over two (2) years.

**Boiler Safety:** A third party vendor is assisting to move this application to the Internet. Virginia will be one of the first states to provide this application on the Internet.

**Asbestos and Lead:** Using DOLI's proprietary development approach, work is under way to redesign this system utilizing the latest tools. DOLI customers will be able to obtain their Abatement Permit via the web. This project is at the top of our agency Development Queue.

**Administration:** A process is underway to upgrade the agency accounting system.

**VOSH:** IT has taken over responsibility for support of the Federal CSHO application that allows field inspectors to enter and track inspection data. IT is actively involved with our Federal Department of Labor counterparts on moving this application to the web. Although not expected to be fully completed until calendar year 2003, many of the existing forms will be implemented prior to that time. IT staff are actively involved in user groups and will be coordinating training and upgrades as changes are made.

## OFFICE OF ADMINISTRATION

The Office of Administration designs, manages and provides administrative support, regulatory review and fiscal services throughout the agency. The Office is organized into the Divisions of Finance and Accounting; General Support Services; and Administrative Staff Assistance. These divisions are responsible for the following functions: agency accounting and financial management, budgeting, financial management and compliance of grants, records management, regulatory promulgation, policy management, asset management, contract management, purchasing, facility management and telecommunications.

The Office of Administration oversees the agency's operating budget, which was \$11.7 million for fiscal year 2000. For the fiscal year that ended June 30, 2000, the agency received an unqualified audit report from the State Auditor of Public Accounts, for its most recent review cycle. In addition, the U.S. Department of Labor's annual financial inspection review recognized the agency as being fully compliant with all grant agreement requirements.

Other noted achievements /activities for the year include: fulfilled the commitment for the agency to purchase goods and services from businesses owned by minorities and women whenever possible; met and exceeded the Virginia Prompt Payment Act's required standards for prompt payment to agency vendors; improved communications regarding regulatory activities through use of the Regulatory Town Hall and other electronic resources; maintained "decentralization" certification from the State Comptroller.

## HUMAN RESOURCES

During 2000, the Office of Human Resource Management processed four (4) new hires, four (4) retirements, ten (10) promotions, six (6) transfers, eleven (11) resignations, twenty-three (23) role changes, one (1) demotion, and six (6) hourly and seventeen (17) temporary service employees. One career fair was attended for recruitment purposes.

Under the Virginia Sickness and Disability Program, twenty-six (26) short term disability claims were processed, twenty-four (24) were completed and closed and seven (7) workers' compensation claims were opened and closed.

The week of May 8-12 was the first Public Employee's Recognition Week. Some of the activities conducted included office-wide luncheons, popcorn day, free coffee and doughnuts and other similar functions.

The Human Resource Office again conducted the Commonwealth of Virginia Campaign. The agency had 55% employee participation and received contributions totaling \$11,514.80, exceeding the agency goal by \$514.80.

During this year a new compensation and classification system was implemented under Comp Reform. The State changed from a compensation plan that was based on pay grades and steps to a pay band system. Classifications changed from class specifications to much broader career group descriptions and from class codes to role codes. Additionally, changes were made to the performance evaluation system and a number of policies and procedures. The HR Office provided training to management and staff.

The agency's EEO Advisory Committee held quarterly meetings. Several members attended Workplace Violence and Sexual Harassment training seminars.

Human Resource staff participated on the Statewide Department of Human Resource Management's Health Benefits Advisory Group, Human Resource Generalist Task Force, the Rewards and Recognition Task Force, and Worker's Compensation Focus Group. Staff also attended the Commonwealth of Virginia Human Resource Leadership Conference.



**VIRGINIA DEPARTMENT OF LABOR AND INDUSTRY  
HEADQUARTERS, REGIONAL AND FIELD OFFICES**

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